



Hemyock Churchinford Dunkeswell

## Patient Participation Group – The Blackdown Healthy Living Centre

### Meeting Notes 13 June 2019

Ken Pearson chaired the meeting. List of attendees (12) and apologies (3) received are recorded and held at the Practice. Karen Button generated the notes of the meeting.

#### 1. Feedback from Last Meeting

**Notes from last meeting** – now available on-line. The back catalogue will be uploaded gradually. **Action: KB.**

**Action log from last meeting** – reviewed. Discussed progress on the paperwork to facilitate electronic communication. It was agreed that the patient group, patients on medication or with conditions requiring them to have regular tests and patients having physiotherapy appointments should be the initial groups prioritised for receiving electronic communication should they wish to do so. **Action: KB.**

#### 2. Role of Chair of the Group

Ken Pearson had summarised the responses from the September 2018 meeting and pulled together the main themes. The paper was agreed and it would be uploaded onto the website. **Action: KB.**

#### 3. New Primary Care Network (PCN) Contract

The Blackdown Practice will be part of the Culm Valley Network with Bramblehaies Surgery, Cullompton, the College Surgery Partnership, Cullompton and Wyndham House Surgery, Silverton. The Practice will also remain part of the Three Rivers Group Federation with the other Culm valley Practices and the two Tiverton Practices, Castle Place and Amicus Health. This contract change represents the most significant change since the change to the GP contract in 2003 and possibly since the start of the NHS. The application to form the Primary Care Network has been submitted.

Priorities in the first year are to recruit a clinical pharmacist and a social prescribing link worker. The Network is currently in the process of recruiting a pharmacist(s). In terms of the social prescribing link worker, the federation is mapping the current social prescribing

services/activities/competencies across two networks to identify gaps in provision and decide what is required. Current thinking is that the link worker should focus on mental health.

Ken Pearson raised the implications of PCNs on patient groups and channels of communication. The feedback received to date was “no more meetings”. Ken will update at the next Blackdown Patient Group the result of the discussions at the Mid Devon patient panel. **Action: KP.**

#### **4. On-line Access to Services**

Currently there are fewer on-line appointments offered due to concerns about the ability to manage demand for appointments across three sites. However the proportion is increasing in line with contractual requirements.

Ken Pearson outlined the Digital Health Devon Project in Devon

<https://healthwatchdevon.co.uk/digital-health-devon-launch-across-county/>

This is free on-line training that is designed to show people how to access local health, social care and wellbeing services using the internet. There is also a lay user group for digital services in Somerset. **Action: information on these initiatives to be sent out to the group. KP to clarify what should be circulated, KB to circulate.**

#### **5. On-line Presence**

There was discussion regarding Facebook and Twitter. Karen Button would like to have a method of communication more responsive than the website and favoured Facebook. **Action: KB to set up Facebook page for the Practice.**

#### **6. Dispensary Services**

Karen Button outlined the proposed changes, move repeat dispensing to Hemyock, but patients would be able to collect their repeat medication and any medicines required for acute conditions from their usual site. Also includes the use of IT to streamline the dispensing process, increase on-line repeat medication requests, messaging to say a medication is ready and the intention to develop a delivery service.

The letter drafted by TF would be used along with a leaflet KB is obtaining from another dispensing Practice to generate a newsletter/promotional material for the dispensary. **Action: KB.**

It was felt that politicians should be made aware of the risk that on-line pharmacies pose to the sustainability of rural Practices. **Action KB.**

## 7. Communication with the Patient Group

Finally there has been success in developing an up to date e-mail distribution list for the patient group. It was agreed that the consent form regarding e-mail and text communication should be sent to the group to enable comment on the consent paperwork and obtain permission to send an e-mail. **Action: KB.**

## 8. New Patient Pack

Has been developed. **Action: KB to upload to website and send copies to those who requested it.**

## 9. Any Other Business

**Feedback from the Devon PPG Network meeting** – KP attended the meeting; there were 160 people representing Practice PPGs. Feedback was that:

- Previous CCGs had not seemed to take much notice of comments from PPGs;
- There had been difficulties in escalating issues.

However, it was felt that:

- There was now more support for running the locality meetings;
- PPGs fulfil an important as critical friends.

**GP survey results discussed** – Blackdown's results are very positive.

**Removal of phantom patients from Practice lists** – Karen Button confirmed that this was an on-going process at Blackdown rather than an one-off event to ensure the registered list size remained accurate.

**Card machines** – are on their way, debit cards only.

### Action Log for the Blackdown Patient Participation Group

Date	Action	By Whom	Open/Closed
13/06/2019	Upload back catalogue of minutes to website	KB	Open
13/06/2019	Provide update from Mid Devon patient panel	KP	Open
13/06/2019	Determine the information to be circulated to the patient group regarding NHS Digital services	KP	Open
13/06/2019	Circulate the information regarding NHS Digital services	KB	Open
13/06/2019	Set up Facebook page for the Practice	KB	Open
13/06/2019	Develop dispensary promotional material utilising letter drafted by TF and a leaflet from another surgery.	KB	Open
13/06/2019	Raise awareness with politicians of the risk that on-line pharmacies pose to the sustainability of rural Practices	KB	Open
13/06/2019	Upload new patient pack onto the website	KB	Open
13/06/2019	Send new patient pack to members of the group who have requested it	KB	Open

12/12/2018	Finalise the paperwork around consent to receive electronic communication	KB	Open
12/12/2018	Finalise promotional material for the dispensary	KB & TF	Open
12/12/2018	Contact SD about developing a questionnaire utilising Survey Monkey	KB & SD	Open
<b>CLOSED</b>			
13/06/2019	Circulate information to the patient group members to obtain their consent to sign up to text and e-mail communication.	KB	Closed
13/06/2019	Upload role of Chair to website	KB	Closed
12/12/2018	Publish Terms of Reference on the Practice Website	KB	Closed
12/12/2018	Feedback examples to CCG where clinical services are difficult to access or are not available	KB	Closed (but effectively on-going)